
EDconnect versions 5.x, 6.x & 7.x

Error Code List



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Error Code List

Introduction

If a transmission fails, EDconnect asks you to review the **Activity Log** for details. In most cases, the error message in the **Activity Log** consists of an error number followed by “See EDconnect Error Code List at www.fsadownload.ed.gov/softedconnect.htm.”

The first section of the *EDconnect Error Code List* provides descriptions of **Numerical Errors** you may receive and their possible resolutions. Some of the resolutions may require the help of your technical support staff or network administrators.

Under certain circumstances, you may receive non-numerical error messages or other program errors. These are described in the **Non-numerical Errors** section of the list.

Entries are arranged alphabetically unless the most common cause of a particular error is noted first.

The instructions assume that the EDconnect program files have been installed to the default **C:\Program Files\EDconnect7** folder. The program files will typically be located on the local hard drive even if the EDconnect database is on a network drive. If EDconnect has been installed to a different folder, adjust the instructions accordingly.

Before Calling CPS/SAIG Technical Support

Before contacting CPS/SAIG Technical Support (800/330-5947, or by e-mail at CPSSAIG@ed.gov) for assistance with transmission problems, make sure that you are able to access the Internet. EDconnect uses your existing Internet connection. If you are unable to view Web pages in your Web browser, EDconnect will not be able to connect to the Student Aid Internet Gateway (SAIG).

You may also want to try one or more of the following to resolve transmission problems:

- Exit EDconnect, log back in, and try another transmission.
- Restart your computer and try another transmission. If you connect to the Internet through a Local Area Network (LAN), restarting your computer may establish a better connection.
- If you connect to the Internet through a modem and an Internet Service Provider (ISP), disconnect from the Internet and connect again. Try another transmission.
- Wait and try another transmission later. If you have been successfully sending and receiving files using EDconnect, many transmission errors (**Error -1** and **Error 4xx**, in particular) will resolve themselves.

Note: After a failed transmission, a **Mailbox Query** will usually report that your “Mailbox is empty.” This does not mean that your files have been lost. A successful transmission is required before a **Mailbox Query** will accurately reflect the contents of your SAIG mailbox.

Under normal circumstances, you will not lose any files due to transmission failures. The EDconnect Activity **Log** can help you determine which files you have successfully received.

Numerical Errors

An error code may be preceded by a minus sign, as in **Error –1**. The presence or absence of a minus sign does not change the meaning of the numerical codes listed below.

Note: CPS/SAIG Technical Support cannot provide specific information for configuring firewalls and proxy servers, although we may be able to offer general assistance.

Error –1

Error –1 indicates that EDconnect cannot connect to the SAIG. You will receive **Error –1**, for example, if your Internet connection is not responding or if a firewall is preventing EDconnect from accessing the Internet.

Listed below are some of the possible causes of **Error –1**.

Problem	Solution
CheckPoint firewall asks for a password	CheckPoint firewalls can be configured to request passwords from users before allowing outbound Internet transmissions. EDconnect may generate Error –1 if CheckPoint prompts you for a password. Your technical support staff may need to remove the password requirement for EDconnect.
Dial-up ISP is not currently connected to the Internet	If you connect to the Internet through a modem and an ISP, you will need to connect to the Internet <i>before</i> transmitting with EDconnect. Make sure you have selected “Direct Connection” from the Connection to use drop-down box in EDconnect by clicking on the Tools menu and selecting Customize .
Inadequate permissions or settings	You may not have the necessary permissions or access rights on your workstation or network to transmit with EDconnect. Check with your technical support staff. Have one of your network technicians log into your workstation as an administrator and try a transmission. If the transmission is successful, the technician will need to change your permissions or access rights.

Error –1 (Continued)

Problem	Solution
Internet connection is not working	Make sure you are able to view Web pages in your Web browser. If you are unable to access the Internet, EDconnect will not be able to connect to the SAIG.
Local Area Network (LAN) connection is not plugged in	Make sure the LAN cable is connected to your workstation. If it is not plugged in, plug the cable back into the network card in your workstation.
Microsoft Winsock Proxy Client (WSP Client) is not enabled	If your workstation has WSP Client, WSP Client needs to be enabled for EDconnect to connect to the SAIG.
Network interface card (NIC) driver may be corrupt	Try uninstalling and reinstalling the NIC driver. If you have multiple instances of the same NIC driver on your workstation, delete the extra instances of the driver, reboot, and try transmitting again.
NIC card may be “mapped” to a specific physical location	CPS/SAIG Technical Support talked with a customer who had moved her workstation to another location and received Error –1 when she tried to transmit. When she moved her workstation back to its previous location, she no longer received the error. Her technician determined that the NIC card in her computer was “mapped” to the network connection in her original location.
Packateer software is running	See Error 4xx .
Port 26581 is closed by a firewall	Port 26581 must be open for outbound TCP/IP transmissions and enabled for FTP sessions, and you will need to be able to connect to IP address 198.77.163.220. If you have never successfully transmitted with EDconnect, contact your network administrators to see if you are behind a firewall.
Proxy client not installed	Error –1 may occur if a proxy server is running on the network but there are no proxy clients on the workstations using EDconnect. Installing the proxy client on any workstation that uses EDconnect may allow transmissions to go through.

Error –1 (Continued)

Problem	Solution
Proxy server is not configured correctly	If you have a proxy server, port 26581 must be open for outbound TCP/IP transmissions and enabled for FTP sessions. Your network administrators may need to add rules to the proxy filters. Common proxy servers include WinProxy, MS Proxy Server, WinGate, and BorderManager (Novell). Product vendors may be able to provide specific information about proxy setup.
Temporary problem with the SAIG	Occasionally, there may be a momentary disruption of the SAIG, causing you to receive Error –1 . If you normally do not have trouble transmitting with EDconnect, the problem will usually resolve itself in a short time. Try another transmission later. You may want to wait until after peak SAIG network demand, which is between 8:00 a.m. and 10:00 a.m. Central Time.
Workstation has no firewall client	If your network has a firewall, the firewall may require a client on workstations that use EDconnect. You may receive Error –1 if the client is not installed. Your technical support staff should install the firewall client, if necessary, on workstations that use EDconnect. The firewall vendor may be able to provide technical assistance.
Your network uses Microsoft Proxy II	<p>The following information was provided by a customer's technician:</p> <p>The Microsoft Proxy II client may need to be installed on workstations that use EDconnect. The name of the client file is WSPCLNT. It is located in the share folder with the proxy server.</p> <p>The following information was provided by a customer's technician:</p> <p>On a network running MS Proxy II/socks 4, the technician opened the port for the static IP address for that workstation to allow EDconnect to transmit from that workstation to IP address 198.77.163.220. He did not need to add a filter.</p>

Error –1 (Continued)

Problem	Solution
Your network uses Novell Border Manager (Novell proxy)	<p>The following information was provided by a customer's technician:</p> <p>Create an exception that allows the client to contact the server from the private interface to the public interface over TCP (as opposed to IP or UDP) with a source port of "all" and a destination port of 26581.</p> <p>Create another exception that allows the server to respond to the client from the public interface to the private interface over TCP with a source port of "all" and a destination port of 26581. Allowing "all" or "any" source port is not the best security practice. You may need to adjust it down to "high" ports on the client side and "privileged" ports on the server side. Specifying the server and perhaps even the client host addresses would also narrow the exception.</p>
Your network uses WinProxy (proxy server)	<p>If your network uses WinProxy, you or your technical support staff should edit the HOSTIPNAME entries in the <i>tdclient.ini</i> file, located by default in the C:\Program Files\EDconnect7 folder, to add the proxy server IP address. Change the two lines as follows:</p> <p>HOSTIPNAME=<i>add proxy server IP address here</i> HOSTIPNAME2=198.77.163.220</p> <p>If this does not solve the problem, change HOSTIPNAME back to 198.77.163.220 and delete the entry for HOSTIPNAME2.</p>

Special Requirements for Specific Firewalls

Firewall	Requirement
CheckPoint firewall	Version 4.0 with Service Pack 6 and version 4.1 with service pack allow SSL (TLS) negotiation and file transfer. Version 4.0 with Service Pack 7 and version 4.1 with Service Pack 2 or 3 require the application of a patch provided by CheckPoint.
Cisco firewall	<p>The following information was provided by a customer's technician:</p> <p>FTP is a "jump port." It jumps between FTP port 21 and FTP port 20. With a Cisco firewall, you need to modify or add to the fix-up table, where it lists the common "jump port" protocols, and tell it that FTP [for EDconnect] is using a port other than the norm—in this case port 26581.</p>
Gauntlet firewall, Alta Vista firewall, and Netscape Proxy	These firewalls require socks 5. NEC's eBorder Client is a socks 5 client available for downloading from the NEC Web site at nominal cost. Other socks clients are available from other vendors.
Raptor firewall	Raptor firewall earlier than 6.5 will not accept the AUTH command. Upgrading to version 6.5 will solve the problem.

Error 2

Error 2 occurs when EDconnect cannot establish an FTP session. See **Error –1** for possible solutions.

Error 3xx

Problem	Solution
This is a data path issue. The Data or temp folders are missing or are read-only	<p>The Data and temp folders are created during installation in the folder in which the EDconnect program files are installed. The default location is the C:\Program Files\EDconnect7 folder for both stand-alone and workstation installations.</p> <p>If you receive Error 3xx, one or both of the folders may be missing. If you do not have a C:\Program Files\EDconnect7\Data folder and a C:\Program Files\EDconnect7\temp folder, create them or have your technical support staff create them for you.</p> <p>If the Data and temp folders exist, check the properties of the folders by right-clicking on each folder and selecting Properties from the pop-up menu. If the folder attributes have been set to “Read-only,” remove the read-only attributes and try another transmission.</p>

Error 4xx

Error 4xx (the “xx” can denote any number combination) is the result of a slow network connection, which may be due to problems on your network or unusually high network traffic. If you have been transmitting successfully with EDconnect, **Error 4xx** is usually a temporary problem that will resolve itself. Waiting and trying another transmission later will frequently solve the problem without any further action on your part.

See the table on the next page.

Error 4xx

Problem	Solution
General connectivity problems	<ul style="list-style-type: none">• Your network may be running slowly or dropping its connection to the Internet. Check with your technical support staff to see if there are problems with your network connection.• Unusually heavy traffic on your local network may cause Error 4xx. If you only experience Error 4xx at certain times of day, check with your network administrators to see if those times coincide with peak network demand.• Unusually heavy traffic on the SAIG may cause Error 4xx. Try another transmission later. Peak SAIG usage is often between 8:00 a.m. and 10:00 a.m. Central Time.• If you access the Internet through a LAN, rebooting your computer may help resolve Error 4xx. Restarting your computer will establish a new connection to your network.• If you use a dial-up ISP, disconnecting from the Internet and connecting again may create a faster or more stable connection.
You may have too many programs running	See if closing some programs will stop the error or increase transmission speed.
Your network uses Packateer or other software to set priorities for Internet connections or to limit Internet access	<p>Packateer is a program that sets priorities for Internet traffic. If the priority for EDconnect is set too low, EDconnect may “time out” with either Error –1 or Error 4xx.</p> <p>Other programs that may affect transmissions include NetEnforcer, ESafe, and many software firewalls. Any program that filters Internet packets or scans files during transmission may interfere with EDconnect. Check with your network administrators. They may want to disable these types of programs temporarily to see if the programs are causing the problem.</p>

Error 5xx

Problem	Solution
<p>Error 531 “Your SAIG network password has expired.”</p>	<p>If you receive Error 531, you need to transmit a new SAIG password. This error code appears in the Activity Log or the More window of the Transmission screen. Following the failed transmission, EDconnect asks if you would like to complete a SAIG password change. If you select Yes, the program takes you to the appropriate network wizard security screen and walks you through the password change. You will need to perform another transmission in order to transmit the new password.</p> <p>See Error 536, below, for SAIG password rules.</p> <p>Please note that performing a Network and Local SAIG password change does <i>not</i> change your user password. “Local,” in this context, refers to the fact that EDconnect stores the SAIG password <i>locally</i> (i.e., within the database).</p>
<p>Error 532 “Login incorrect. Please check your TG Number and/or TG Password.”</p>	<p>If you receive Error 532, you first need to confirm that the TG Number you are using to transmit is the correct TG Number. You can check by selecting File, New, Security View from the EDconnect menu bar, right-clicking on the <i>group</i> (not the <i>user</i>) your user ID is under, choosing Properties, and clicking on the Network tab of the Group Properties dialog box. The TG Number field is at the top of the tab.</p> <p>If the TG Number is correct, your TG password (SAIG network password) is incorrect, and you will need to call CPS/SAIG Technical Support to have your password reset. In order to reset your password, CPS/SAIG Technical Support requires the Social Security Number and date of birth of the Destination Point Administrator assigned to the TG Number.</p>
<p>Error 533 “Login incorrect. Please check your TG Number and/or TG Password.”</p>	<p>See Error 532, above.</p>

Problem	Solution
Error 534 “Login incorrect. Please check your TG Number and/or TG Password.”	See Error 532 , above.
Error 535 “You are attempting to reuse a previously used TG Password. Please select a new TG Password.”	Your network password cannot be the same as any of the four network passwords you have used most recently.
Error 536 “Your TG Password does not meet the minimum content criteria. Please see EDconnect Error Code List at www.fsadownload.ed.gov / softedconnect.htm.”	For enhanced security, TG passwords (SAIG network passwords) must follow these rules: <ul style="list-style-type: none"> • Must be eight characters or longer • Must begin with an alpha character • Must contain at least two alpha characters of different cases (uppercase/lowercase) and one numeric character • Cannot be the word “PASSWORD” (uppercase, lowercase, or mixed case) • Cannot be the same as any of the previous four passwords • Cannot be the same as your TG Number • Can contain special keyboard characters SAIG passwords can contain special keyboard characters, such as @, #, and \$, but because some computer platforms use certain special characters as command characters, we recommend avoiding % (percent), ^ (caret), & (ampersand), \ (backslash), / (forward slash), < (less than), > (greater than), and ("pipe" symbol).

Problem	Solution
Error 537 “You have exceeded the maximum number of attempts to log in and your account has been locked. Please call CPS/SAIG Technical Support at 800/330-5947 to have your account unlocked.”	<p>For enhanced security, after three failed transmissions due to an invalid SAIG password, your SAIG account will be locked, and you will be unable to transmit successfully until it is unlocked. You need to call CPS/SAIG Technical Support to have it unlocked. In order to unlock your account, CPS/SAIG Technical Support requires the Social Security Number and date of birth of the Destination Point Administrator assigned to the TG Number.</p>
Error 540 “Either the TG Number or existing TG Password you provided was incorrect. Please verify accuracy of information and resubmit.”	<p>See Error 532, above.</p>
There is a zero-byte file in your mailbox (rare)	<p>A zero-byte (empty) file can generate Error 5xx. If you have no reason to think your password is incorrect, contact CPS/SAIG Technical Support for further assistance.</p>

Error 10

Problem	Solution
“No networks defined” in the <i>tdclient.ini</i> file	Error 10 usually indicates that EDconnect was not installed correctly. Back up the database (EDconn7.mdb) and uninstall EDconnect. Perform a full installation. Replace the blank EDconn7.mdb with the database you backed up. Please call CPS/SAIG Technical Support for assistance if necessary.

Error 13

Problem	Solution
“Password must match”	<p>You may receive Error 13 if EDconnect has performed an illegal operation and shut down during a previous transmission. Under most circumstances, you can eliminate the error by resetting your network password using the TDCCommunityManager (TDCM) and performing a Local Only SAIG password change in EDconnect.</p> <p>For instructions on using the TDCM, see the TDCCommunityManager (TDCM) User’s Guide, available at fsadownload.ed.gov. Instructions for changing the SAIG password are included in the EDconnect Help file. To locate the information, choose Help Topics from the Help menu and click on the Index tab. Type in “SAIG password” (without the quotation marks) and select Changing, located directly below SAIG password, from the index.</p>
The “list.fil” file is in use by another program.	During testing, SAIG encountered this error when the “list.fil” file was open in another program during a transmission.

Error 15

Problem	Solution
Incorrect startup folder in Windows' "memory"	<p>Windows "remembers" which folder each program last accessed. Error 15 may occur if the current folder in Windows' "memory" is something other than C:\Program Files\EDconnect7. The error does not occur on all systems and may depend on the type of network or workstation configuration.</p> <p>Select Open from the EDconnect File menu and make sure the "Look in" folder is set to "EDconnect7." If it is something other than "EDconnect7," browse to the C:\Program Files\EDconnect7 folder, close the Open dialog, and try another transmission.</p>
Invalid shortcut	<p>Create a new Desktop shortcut by clicking with the right mouse button on the Desktop and choosing New and Shortcut from the pop-up menu. Browse to the default installation folder C:\Program Files\EDconnect7 and select EDconn7.exe. Click Open. Click Next. Type a name for the shortcut and click Finish.</p>

Error 15 (Continued)

Problem	Solution
Shortcut “Start in” properties are incorrect	If you have created a Desktop shortcut, check the shortcut “Start in” properties by right-clicking on the icon and selecting Properties from the pop-up menu. Click on the Shortcut tab. “Start in” should be set to C:\Program Files\EDconnect7 , or the folder in which EDconn7.exe has been installed.
You are starting EDconnect with another program	If you use another program to start EDconnect , the executable file of the program (the .exe file) must be located in the same folder as the EDconn7.exe file, or must be configured so that the startup folder for EDconnect is the EDconnect folder.
You are switching back and forth between EDconnect and another program	If you switch to another program while EDconnect is open, then return to EDconnect , you may receive Error 15 when you try to transmit. Exit EDconnect , log back in, and try another transmission.
You are using Icebreaker firewall	Icebreaker firewall can prevent EDconnect from transmitting. Disabling the firewall may allow a successful transmission. It may be possible to configure Icebreaker to work with EDconnect. Check with your technical support staff.
You have changed the database path or the Send and Receive paths	If you have changed the database path or the Send or Receive paths and try to transmit without first exiting EDconnect and logging back in, the transmission may fail with Error 15 . Exit the program and log back in before attempting another transmission.

Error 15 (Continued)

Problem	Solution
You have just created a new User ID	<p>When you add a new user to EDconnect , under certain circumstances you may receive Error 15 the first time you try to transmit after creating the User ID.</p> <ul style="list-style-type: none">• If you create a new User ID and customize the Send and Receive paths for the user, you may receive Error 15 if you do not exit EDconnect and log back in before transmitting under <i>any</i> User ID.• By default, the EDconnect Send and Receive paths are set to C:\Iam\Data. If you have not customized these paths on the Directories tab of the User Properties dialog, the text box that displays the paths (to the left of the Browse button) will be blank for Send and Receive <p>EDconnect allows you to customize the Send and Receive paths for individual users, or to “Set all users of the group to the specified directories.” If other users in a Security Group have customized paths and you add a new user, you may receive Error 15 if you do not also customize the Send and Receive paths for the new user. If you add a new user to a Security Group for which you have customized the Send and Receive paths for other users, customizing the paths for the new user may resolve Error 15.</p>

Other Possible Resolutions

If you are using an earlier version of EDconnect, try upgrading to the latest version. Keep in mind that if you have a network installation of EDconnect, the server upgrade must be run once, then each workstation will need to be upgraded.

If your **Send** and **Receive** paths point to a network drive, set the paths to the default **C:\Iam\Data** folder. Exit EDconnect and log back in. Perform a “blank transmission” (a transmission with nothing in the **Transmission Queue**). If you do not get **Error 15**, set the **Send** and **Receive** paths back to your network drive, exit EDconnect, and log back in. Perform another transmission.

Error 31

You will receive **Error 31** if there is not sufficient free space on the drive on which the **Send** and **Receive** folders are located. Make sure the drive has enough free space.

Error 32

See **Error 31**.

Error 48

If you receive **Error 48**, check with your technical support staff to see how you connect to the Internet. If you use a “virtual modem,” it may be configured incorrectly. Your technical support staff will need to resolve the issue. CPS/SAIG does not support virtual modems.

Error 70

EDconnect may be trying to access a file or folder on a network drive that another user is also trying to access. Restart your computer and try the transmission again.

Error 103

Restart your computer and try another transmission. If you continue to get **Error 103**, back up your EDconnect database (**EDconn7.mdb**) and uninstall and reinstall EDconnect. Restore your original database. Please contact CPS/SAIG Technical Support if you need assistance.

Error 107

Problem	Solution
An FTP session cannot be initiated	This error occurs when an FTP session cannot be initiated by EDconnect. See Error –1 for possible causes of this error.
Some of the EDconnect program files or folders are read-only	Files that have been saved to CD have the read-only attribute set by default. If you have restored any EDconnect files from a CD backup, make sure you remove the read-only attribute from all restored files.

Error 118

Error 118 is similar to **Error 4xx**, but seems to occur more often when a dial-up ISP is used to connect to the Internet. See **Error 4xx** for possible resolutions.

Error 203

EDconnect may be attempting to access a file or a folder on a network drive that is in use by another user or program. Restart your computer and try another transmission.

Error 50000

Warning—A task completed with warnings (warning text is included in response log).

Error 90010

FTP Connect Error.

Error 90020

FTP Login Error—Incorrect Password.

Error 90030

FTP Put Error.

Error 90040

FTP Audit Error.

Error 90050

FTP List Error.

Error 90060

FTP Get Error.

Error 90070

Decompression Error.

Non-numerical Errors

Problem	Solution
“Access denied because the username and/or password is invalid on the domain”	You may have selected “T4WAN-X” or “SAIG-X” as the Connection to use . Select Customize from the Tools menu. Under most circumstances, you will want to choose “Direct Connection.” If you connect to the Internet through a dial-up ISP, you will need to establish a connection <i>before</i> using EDconnect.
“DUN 1.2 not installed” (Windows 95)	Dial-up Networking (DUN) must be installed on any computer that uses a modem to connect to the Internet. If you do not have DUN, download and install MSDUN 1.3 from the Microsoft Web site.
“EDconnect must shut down” when opening EDconnect (Windows XP)	Right-click on the Desktop shortcut for EDconnect and select Properties from the pop-up menu. The Convert box must not be checked on the Compatibility tab.
“Failed to create an empty document” when starting EDconnect or during transmission	<p>Two EDconnect files need to be in the same folder as the EDconnect database: T4api.exe and t4api.ini. During a local installation of EDconnect, the files are installed by default into the C:\Program Files\EDconnect7 folder.</p> <p>During a network installation, the files are installed into the network folder containing the database. If your EDconnect database is on a network, check to see if the T4api.exe and t4api.ini are in the network folder containing the database. If the files are not in the network folder, move the files from your local drive to the network folder. If the files are on both your local drive and in the network folder containing the database, delete the files from your local drive.</p>

Non-Numerical Errors (Continued)

Problem	Solution
<p>“Incompatible version” error message when using Transmission Queue templates</p>	<p>When opening Transmission Queue templates, such as <i>all.tqt</i>, you may be selecting templates from the folder of a previous version of EDconnect. Be sure you are selecting templates from C:\Program Files\EDconnect7 rather than C:\Program Files\EDconnect.</p> <p>If you have created Desktop shortcuts to templates, check to see if the shortcuts point to templates in the C:\Program Files\EDconnect7 folder. You can check shortcut properties by right-clicking on the shortcut icon and choosing Properties from the pop-up menu. Go to the Shortcut tab and check the Target path.</p>
<p>“Invalid page fault in module Ssockapi.dll”</p>	<p>If you receive this error, you will need to uninstall and reinstall EDconnect. Back up your EDconnect database first (EDconn7.mdb). After you reinstall EDconnect , restore the backed-up database and try another transmission. If you still receive the error, contact CPS/SAIG Technical Support for further assistance.</p>
<p>“Invalid sender for message class” error referencing CONNCT32 files</p>	<p>EDconnect sends a CONNCT32 file each time you transmit. Under normal circumstances, the file is automatically deleted from your mailbox. If the file is not deleted promptly, EDconnect will try to download it, generating the error. You may see the error if you have tried several transmissions over a short period of time. Clicking the OK button on the error message dialog (this sometimes requires several clicks) will usually allow you to download your files. The next time you use EDconnect , you should not receive the error.</p>

Non-Numerical Errors (Continued)

Problem	Solution
<p>“Invalid sender for message class” error referencing PGDR02IN files</p>	<p>You will receive this error if you have included the transmission header O*N05 and the transmission trailer O*N95 in the files you are sending with EDconnect. Files cannot contain transmission headers and trailers. If you are using Datatel software to process Pell, Datatel has a patch available. If you are processing files using a mainframe, you must create the files without the O*N05 or the O*N95. Any files that contained headers and trailers prior to transmission will have to be sent again without the headers and trailers.</p>
<p>“Path does not exist” during transmission</p>	<p>This error refers to the Send or Receive paths that have been set up in EDconnect , such as C:\Iam\Data.</p> <p>If you receive this error, first check to make sure the paths are valid. This is particularly important if your Send and Receive paths are on a network drive. Your workstation may have temporarily lost its connection to the drive.</p> <p>If the paths exist, you will need to check the folder properties to see if the folder attributes have been set to read-only. Right-click on each folder in the path (such as C:\Iam) and select Properties from the pop-up menu. Check the folder Attributes. If the folder is read-only, uncheck the read-only box and click OK. Right-click on the folder again to make sure the change has “stuck.” If you find any read-only folders in the EDconnect Send or Receive paths and cannot remove the read-only attributes, contact your technical support staff. They may need to use the “attrib” command to remove the read-only property from folders that are “stuck” by opening a command prompt and using the command “attrib -r c:\folder name”. The command must be used on each read-only folder in the Send and Receive paths.</p>

Non-Numerical Errors (Continued)

Problem	Solution
“RAS Services from Service Pack 3 required to transmit” (Windows NT)	<p>Remote Access Service (RAS) must be installed if you connect to the Internet using a modem. This error usually indicates that RAS has not been installed on your computer, or that RAS has been installed but the latest service pack has not been reinstalled.</p> <p>Have your technical support staff check to see if RAS has been installed. If you do not have RAS, they will need to install it, then reinstall the latest service pack. If you already have RAS, they will need to install Service Pack 3 or higher.</p>
“System error: error encountered during shell execute” (Windows 2000)	<p>If you receive this error when starting EDconnect , clicking OK will usually allow you to continue normally. To fix the problem, select New from the File menu and Security View from the list of views. Right-click on your User ID and choose Properties from the pop-up menu. On the General tab, uncheck the “Show splash screen on startup” checkbox and click OK. Exit EDconnect and start it again. You should no longer see the error message.</p>
“System error: unable to remove headers and trailers” (Windows 2000)	<p>You may receive this error if you are not a “Power User” or “Administrator” of your Windows 2000 workstation, or if you do not have permission to download files to certain network folders (in particular, the Receive folder specified in EDconnect). Have one of your technical support staff log on as an administrator and try a transmission. If this works, your technical support staff will have to change your permission levels.</p>
“System error: unidentified RAS error: [number]” (Windows NT)	<p>You may have selected “T4WAN-X” or “SAIG-X” as the Connection to use. Select Customize from the Tools menu. Under most circumstances, you will want to select “Direct Connection.”</p>
“Unable to create empty file”	<p>Restart your computer and try another transmission.</p>